

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 118

Date Received

19-APR-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

860566

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 1GKFK16R0VJ729055		Vehicle Make GMC	Vehicle Model SUBURBAN	Vehicle Year 1997	Current Odometer Reading
Purchase Date	Dealer's Name _____		Engine Size (CID/CCL) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) <u>14-APR-2000</u> Mileage at Failure(s) <u>50000</u> Vehicle Speed at Failure(s) _____		Failed Part(s) Available? ☐ Yes ☐ No NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

OVER THE LAST THREE YEARS THERE HAS BEEN STALLING PROBLEM. THIS PROBLEM COULD CAUSE A CRASH. TRUCK HAS BEEN TO THE DEALERSHIP THREE TIMES SINCE OCTOBER, 1999 FOR THIS PROBLEM. DEALER WAS NOT ABLE TO FIND OUT WHAT WAS CAUSING THE TRUCK TO STALL. PLEASE PROVIDE ANY FURTHER INFORMATION. *AK

CONTINUED ON BACK (11888)

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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118

Date Received

60 MAY 12 AM 8:00

19-APR-2000

OFFICE
EFFECTS INVESTIGATION

Od or

st at

Od rt

up tr

Reference No.

880566

Work Number

Home Number

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
in the absence of an authorized signature, provide your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 5/1/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GKFK16R0VJ729055	GMC	SUBURBAN	1997	~ 58,000
Purchase Date	Dealer's Name <u>Chesman GMC Columbus</u>		Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used	City <u>Columbus</u> State <u>Ohio</u> Zip Code		No Cylinders	
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train
☐ Manual ☒ Automatic	☒ Yes ☐ No	☒ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☒ Rear ☒ 4-Wheel
Vehicle Type		Body Style		
☐ Car ☐ Van ☐ Minivan ☐ Other		☒ Sport Ult ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 05100000	Part Name(s) ENGINE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 3	Date(s) of Failure(s) 14-APR-2000 Mileage at Failure(s) 58000 Vehicle Speed at Failure(s) can be at any speed	Failed Part(s) Available? ☐ Yes ☒ No	NHTSA Previously Contacted? ☐ Yes ☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

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CONTINUE ON BACK IF NEEDED

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Chesrown

OLDSMOBILE • GMC • TRUCK
4675 Karl Road • Columbus, Ohio 43229
Phone (614) 846-3040

SAM BRENNING

SERVICE ADVISOR:

DATE RECEIVED	13 JUN 97	TIME	10:25	VEHICLE NO.	75B7615	TAG NO.	T670	DATE OF SALE	13 JUN 97	R.O. NO.	25987
DATE OF SALE	15/42	TIME	14:29	VEHICLE NO.	97 GMC TRUCKS 4WD SUBUR	0.00	17 FEB 97	36	5		
MISCELLANEOUS COMMENT/LOCATION											
4719											

WG SERV ENG LITE STILL CMNG ON	TOTAL
J5550 REPLACE SEQUENTIAL CENTRAL	
INJECTOR	
1014 WG4 1.80	(N/C)
1704412 HART FUEL	(N/C)
1 17113206 SEAL KIT	(N/C)
1705412 HART FUEL	(N/C)
ST STRAIGHT TIME SYMPTOM DI	
FC: 2L PART#: COUNT:	
AUTH CODE:	
CODE P0306 (MISFIRE #3) CHECKED	
COIL TON MODULE, INJECTORS, AL	
OK, SCANNER READINGS IN SPECS. M	
OR AFTER SITTING ALL DAY, REPLAC	
COIL TON OK, FAILED BALANCE TES	

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY
THIS AMOUNT

DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE RELATING TO THE ABOVE DESCRIBED MOTOR VEHICLE AND ALL GOODS & SERVICES SOLD BY DEALER IN CONNECTION WITH THE SALE OF THIS VEHICLE, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR A SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. ANY WARRANTIES GIVEN BY MANUFACTURER OR SUPPLIER OTHER THAN THE DEALER ARE EXCLUSIVELY THE PROPERTY AND ONLY THE MANUFACTURER OR OTHER SUPPLIER IS LIABLE FOR PERFORMANCE PURSUANT TO SUCH WARRANTIES. DEALER NEITHER ASSUMES NOR ACCEPTS ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS MOTOR VEHICLE AND RELATED GOODS AND SERVICES.

CUSTOMER SIGNATURE

X

Chesrown

OLDSMOBILE • GMC • TRUCK
 4675 Karl Road • Columbus, Ohio 43229
 Phone (614) 846-3040

VICE ADVISOR

DATE	02/09/97	TIME	11:21	P.O. NO.	05AUG97	R.O. NO.	26269
TELEPHONE NO.	7587615	DELIVER DATE	17FEB97	PREPARED BY	36	5	
10100	02101	GMC TRUCKS AND SUBUR		0.00			
7778							

ROTATE TIRES		
13740TIRE	0.50	12.95
CAUSE: NO TROUBLE FOUND		
DUPLICATED		
FCI 9Z PARTIAL COUNTY		
AUTH CODE		
FUE PRESSURE AT 47 LBST SCAN CH		
TION AT THIS TIME		

LABOR AMOUNT	12.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	12.95
LESS INSURANCE	0.00
SALES TAX	0.74
PLEASE PAY THIS AMOUNT	13.69

DEALER HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE RELATING TO THE ABOVE DESCRIBED MOTOR VEHICLE AND ALL GOODS AND SERVICES SOLD BY DEALER IN CONNECTION WITH THE SALE OF THIS VEHICLE, UNLESS DEALER FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY OR SERVICE CONTRACT MADE BY DEALER ON ITS OWN BEHALF. ANY WARRANTIES GIVEN BY A MANUFACTURER OF SUPPLIER OTHER THAN THE DEALER ARE EXCLUSIVELY THEIRS AND ONLY THE MANUFACTURER OR OTHER SUPPLIER IS LIABLE FOR PERFORMANCE PURSUANT TO SUCH WARRANTIES. DEALER OR OTHER AGENT DOES NOT ASSUME ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS MOTOR VEHICLE AND THE RELATED GOODS AND SERVICES.

WITH LATER WARRANTY IS 30 DAYS OR 4000 MILES WHICH EVER OCCURS FIRST.

LINE B OK PER ZMAN



Sims Buick-GMC Truck, Inc.

3100 Elm Road N.E.
WARREN, OHIO 44483
Warren - 372-3500 or Youngstown - 545-0403



CUSTOMER NO. 6036	ADVISOR MARIA F VASEY 97	FAIS NO.	INVOICE DATE 06/09/97	INVOICE NO. GCCS10832
	LABOR RATE 48.00	LICENSE NO.	WILEAGE 4501	STOCK NO.
	YEAR / MAKE / MODEL 97/GMC		COLOR GREEN	
	VEHICLE ID NO. 1GKFK16R0VJ729055		DELIVERY DATE	DELIVERY MILES
	REGISTRATION	P. O. NO.	SELLING DEALER NO.	PRODUCTION JA -
	COMMENTS		R.O. DATE 06/09/97	

LABOR & PARTS
J# 1 03BUZ99 MISC. ELECTRICAL HOURS: TECH(S):58 WARRANTY
ENGINE SERVICE SOON ON STAY ON
SPARK PLUGS NEED CLEANED
CLEAN SPARK PLUGS, REGAP SPARK PLUGS
JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITING

TOTALS

TOTAL LABOR 0.00
TOTAL PARTS 0.00
TOTAL SUBT 0.00
TOTAL G.O.G. 0.00
TOTAL MISC. 0.00
TOTAL TAX 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Circumstance	Percentage (%)
1	45
2	55
3	65
4	75
5	80
6	85
7	85
8	85
9	85
10	85

Chesrown

4675 Karl Road • Columbus, Ohio 43229

Phone (614) 846-3040

SERVICE ADVISOR:

DATE	DATE	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	R.O. NO.	INVOICE PRINTED	R.O. NO.
200CT99	TV255	97 GMC 4WD SUBUR	7587615	T6604		200CT99	
TIME	TIME	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE &	PREPARED BY	
19:55	15:43	97 GMC TRUCKS 4WD SUBUR		0.00	17FEB97	1	1

MILITARY	COURSE NO.	UNUSUAL COMMENT / LOCATION	
51173			

[illegible]

LABOR AMOUNT	57.40
PARTS AMOUNT	54.67
GAS. OIL LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.37
TOTAL CHARGES	129.44
LESS INSURANCE	0.00
SALES TAX	7.41
PLEASE PAY THIS AMOUNT	136.85

THIS DEALERSHIP WARRANTS ALL LABOR PERFORMED IN CONNECTION WITH THIS REPAIR FOR NINETY (90) DAYS OR FOUR THOUSAND (4000) MILES WHICHEVER COMES FIRST, ANY OTHER WARRANTIES ON THE PRODUCTS SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER OR SUPPLIER. THIS REPAIR WARRANTY DOES NOT APPLY TO ANY LIMITED WARRANTY GIVEN ABOVE, THIS DEALERSHIP DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS AND ACCESSORIES. THIS LIMITED WARRANTY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR COMMERCIAL LOSSES ARISING OUT OF SUCH A PURCHASE.

TEST DRIVEN 100 MILES. UNABLE TO REPEAT. OWNER
NT OWNER ADVISED THIS MAY NOT CURE PROBLEM. OWN
R MADE OPTION TO PUT CONT ON

